

RFE No. MRD-10/1/2018-MRD-Pt./03

Date: 27.04.2022

NOTICE INVITING TENDER

Ministry of Tourism (MoT), Government of India intends to empanel consultancy firms, Government organizations/ Agencies/ institutions/ autonomous bodies who are capable for conducting the tourism survey at Destination, District level & State Level. The empaneled agency/ agencies will be deployed by State level Tourism Agency for conducting Tourism Survey across the State.

The Tourist Survey methodology is initially envisaged to be conducted in 2 phases in all States/ UTs. Meanwhile various States/ UTs are in process of preparing lists of attractions, exit points & accommodations units to satisfy the requirements of Phase- 1. In case the States/ UTs which are able to provide the aforesaid lists then the survey agency will conduct survey as per methodology details in the following RFE for phase- 2 only. Before bidding the agency shall ensure with State/ UT whether it is engaged for both phases or only for conducting survey for phase- 2.

MoT invites Proposal from vendors (hereafter referred as 'Bidders) to empanel bidders who are capable of conducting the tourism survey at Destination, District level & State Level in North Region.

Request for Empanelment (RFE) has been published on 27/04/2022 at MoT website (<http://www.tourism.gov.in>) as well as e-procurement portal of Government of India (<http://www.eprocure.gov.in>).

Validity unknown

Digitally signed by KIRTI NANDKISHOR
GAIKWAD
Date: 2022.04.27 16:19:11 IST
Location: eProcure EPROC

RFE No. MRD-10/1/2018-MRD-Pt./03

Request for Empanelment (RFE)

For

**Empanelment of Survey Agencies for conducting Surveys for
Data on Domestic and Foreign Tourist visitors/visits in
Various Destinations, Districts of the States/UTs in
North Region**



Ministry of Tourism
Government of India

**Ministry of Tourism, Government of India,
7th & 8th Floor Chanderlok Building,
Janpath, New Delhi- 110001**

BLANK PAGE

Table of Contents

Disclaimer.....	6
List of Abbreviations.....	7
Section-1 Invitation for Empanelment.....	8
1.1 Preamble.....	8
1.2 Important Dates.....	10
Section-2 Instructions to the Bidders	11
2.1 Completeness of Response	11
2.2 Bid Security Declaration (BSD)	11
2.3 RFE Preparation Costs & related issues	11
2.4 Right to Terminate the Process.....	12
2.5 No Consortium	12
2.6 Submission of Responses/Bids.....	12
2.7 Pre Bid Meeting	12
2.8 Short listing Criteria Marks.....	13
2.9 Empanelment Evaluation Committee (EEC)	14
2.10 Proposal submitted.....	14
2.11 Proposal Validity and Evaluation	14
2.12 Instructions for uploading of proposal on e-procurement portal	15
2.13 Address of the Organisation & Contact Persons.....	16
2.14 Procedure for Submission of Bids	16
2.15 Amendment to the Bid Document.....	18
2.16 Language of Bids	19
2.17 Bid Contents.....	19
2.18 Bidder Qualification	19
2.19 Period of Validity of Bids.....	20
2.20 Period of Validity of Empanelment.....	20
2.21 Non Compliance & Blacklisting	20
2.22 Dispute Resolution& Jurisdiction	20
2.23 Force Majeure.....	20
2.24 General Conditions	20
Section-3 Scope of Work and detailed Requirements.....	22
3.1 Overview	22

3.2 Objective	22
3.3 Survey Methodology	22
Phase –I	23
Phase –II	23
3.4 IT Infrastructure requirements	26
3.5 Training of Trainers (ToT) & knowledge transfer	27
3.6 Cost Implications for trainings to Surveyors & Supervisors	27
Section-4 Eligibility, Qualification & Evaluation Criteria for Empanelment	28
Pre-Qualification Criteria	28
Technical Bid Evaluation Criteria	29
Selection Criteria	30
Documents Required for Technical Criteria	31
Section-5 Award of Letter of Empanelment in North Region of Ministry of Tourism	33
5.1 Award Criteria	33
5.2 Right to Accept Any Proposal and to Reject Any or All Proposal(s)	33
5.3 Letter of Empanelment for North Region	33
5.4 Acceptance Letter	33
5.5 Empanelment Period	33
FORM TECH– 1	35
DECLARATION (ON THE LETTER HEAD OF THE BIDDER)	35
FORM TECH – 2	36
CHECKLIST FOR SUBMISSION OF RESPONSE TO RFE	36
FORM TECH – 3 (I)	37
Details of the Applicant's Operations and Business	37
FORM TECH – 3 (II)	38
Details of the Regional Offices in North Region	38
FORM TECH 4(I)	39
Coverage of total sample households/units/beneficiaries in any of the given three financial year (from April 2016 onwards)	39
FORM TECH – 4(II)	41
Similar Projects carried out in any three financial year (from April 2016 onwards)	41
FORM TECH – 5	42
List of Surveyors	42

FORM TECH – 6	43
Tourism Survey Methodology.....	43
FORM TECH – 7	44
Bid Security Declaration Form	44
FORM TECH – 8	45
Format for requesting clarifications from Ministry of Tourism	45
FORM TECH – 9	46
Format of Curriculum Vitae (CV) of Permanent Core Professional Staff	46
Annexure 1	47
TOURISM SURVEY METHODOLOGY	47

Disclaimer

Request for Proposal for Empanelment of Survey Agencies for conducting Surveys for Data on Domestic and Foreign Tourist visitors/visits in the State/UTs in North Region

1. The information contained in this Request for Empanelment document (RFE) or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the MOT or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this RFE and all other terms and conditions subject to which such information is provided.
2. This RFE is not an Agreement and is neither an offer nor an invitation by the MOT to the Bidders or any other person. The purpose of this RFE is to provide interested parties with information that may be useful to them in the formulation of their Proposals. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
3. While reasonable care has been taken in providing information in this RFE, the Bidders are advised not to rely on this information only but also carry out their independent due diligence and risk assessments before submitting their response to this RFE. Further, the Bidders are advised to conduct their own analysis of the information contained in this RFE, carry out their own investigations about the project, the regulatory regime which applies thereto and all matters pertaining to the MOT and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to this RFE.
4. The information contained in this RFE is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of the MOT. In case any major revisions to this RFE are made by the MOT within seven days preceding the last date of submission of the Proposals, the MOT may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFE. Neither the MOT nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RFE.
5. Final quantum of work will be decided by State/UT as per their requirement that may include full survey/partial survey which will be declared at the time of financial bid.

List of Abbreviations

Abbreviation	Explanation
MoT	Ministry of Tourism
NPC	National Productivity Council
EEC	Empanelment Evaluation Committee
RFE	Request for Empanelment
DSC	Digital Signature Certificate
PKI	Public Key Infrastructure
CPPP	Central Public Procurement Portal
FY	Financial Year
BSD	Bid Security Declaration
WO	Work Order
LOE	Letter of Empanelment
FM	Force Majeure
ITB	Instructions to Bidders (may in some instance be called Instructions to Tenderer - ITT)
NIC	National Informatics Centre
QCBS	Quality and Cost Based Selection
ToT	Training of Trainers
MT	Master Trainers

Section-1 Invitation for Empanelment

1.1 Preamble

Ministry of Tourism (MoT), Government of India intends to empanel consultancy firms, Government organizations/ Agencies/ institutions/ autonomous bodies who are capable for conducting the tourism survey at Destination, District level & State Level. The empaneled agency/ agencies will be deployed by State level Tourism Agency for conducting Tourism Survey across the State.

The Tourist Survey methodology is initially envisaged to be conducted in 2 phases in all States/ UTs. Meanwhile various States/ UTs are in process of preparing lists of attractions, exit points & accommodations units to satisfy the requirements of Phase 1. In case the States/ UTs which are able to provide the aforesaid lists then the survey agency will conduct survey as per methodology details in the following RFE for phase 2 only. Before bidding the agency shall ensure with State/ UT whether it is engaged for both phases or only for conducting survey for phase-2.

MoT invites Proposal from vendors (hereafter referred as 'Bidders') to empanel bidders who are capable of conducting the tourism survey at Destination, District level & State Level in North Region. The states and UTs under North Region are Delhi, Rajasthan, Himachal Pradesh, Uttar Pradesh, Uttarakhand, Haryana, Chandigarh, Jammu & Kashmir, Ladakh and Punjab. Refer Form Tech- 3 (II).

Request for Empanelment (RFE) has been published on 27/04/2022 at MoT website (<http://www.tourism.gov.in>) as well as e-procurement portal of Government of India (<http://www.eprocure.gov.in>) for ready reference.

Respondents to this RFE (also referred to as "bidders") are expected to follow the detailed instructions provided herein carefully. Failure to follow the format as instructed may result in disqualification of the proposal. Bidders will be further short-listed after an evaluation of responses/ proposals received and will be subjected to final negotiations as necessary.

Please go through the full document available at
<http://tourism.gov.in/tenders/tenders-and-rfp>

This RFE process will be administered through the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>). The Bidders are required to submit soft copies of their proposals electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given at Section 2.14 are meant to assist the

Bidders in registering on the CPP Portal, preparing their proposals in accordance with the requirements defined in this RFE and submitting their proposals on the CPP Portal. More information for submitting the Bids online on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>.

For any clarification on the RFE please contact through email at ***tourism.mrd@gov.in***.

On the basis of scores given by the committee, it is envisaged to empanel & engage agencies for tourism survey services as per scope of work and detailed requirements listed under section “3.0” of this RFE.

National Productivity Council (NPC) under Department of Promotion of Industry & Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India has been engaged by Ministry of Tourism for preparation and deployment of Integrated Automated Dashboard for submission of DTV and FTV Data by State Government/ Union Territories, district, State & Ministry Level. The successful tourism survey agency shall work in close cooperation with National Productivity Council (NPC). After engagement of the successful Agency by the State/ UTs a training of trainers (ToT) on methodology of conducting the surveys will be scheduled for the state level supervisors of the Survey Agencies to develop Master Trainers (MT).

National Productivity Council (NPC) will conduct the above mentioned trainings for providing an understanding of methodology to be followed by empaneled agencies and their respective supervisors for execution of state tourism survey through workshops at regional level to develop MTs.

Further it will be responsibility of the Survey Agency to impart trainings through these MT to field surveyors and supervisors at no cost to Ministry of Tourism and ensure the quality of Tourism Survey.

For speeding up the data entry, compilation, analysis & reporting on monthly basis, **a mobile app** will be provided to the surveyors. The field Surveyors are required use the mobile app to fill validate and send the data to Dashboard of MoT.

MoT reserves the right to reject any or all of the responses to this RFE without assigning any reason. MoT takes no responsibility for delay, loss or non-receipt of response to RFE.

1.2 Important Dates

S No.	Particular	Timelines
1	Start date of publishing of RFE document on e-procurement portal	27/04/2022
2	Pre Bid Meeting	11/05/2022 (2:30 PM)
3	Last date and time for submission of bids	20/05/2022
4	Date of opening of bids	23/05/2022 (3:00PM)
5	Technical presentations for Short listing agencies based on eligibility criteria	30/05/2022 (Schedule shall be shared separately)

Section-2 Instructions to the Bidders

2.1 Completeness of Response- Agency is required to study all instructions, forms, requirements and other information in the RFE documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFE document with full understanding of its implications. The response to this RFE should be full and complete in all respects. Failure to furnish all information required by the RFE documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal. The declaration by bidder will be submitted as per Form Tech-1. It should be ensured that various formats mentioned in this RFE should be adhered to and no changes in the format should be done. The document should be page numbered, must contain the list of contents with page numbers and each page shall be initialed by the Authorized Representative of the bidder. RFE submitted by the bidder should be concise and contain only relevant information as required.

2.2 Bid Security Declaration (BSD):

- a) Bidders shall submit, along with their Bids, Bid Security Declaration (BSD). The bid / proposal submitted without BSD, mentioned above, will be summarily rejected.
- b) BSD shall be submitted as per Form tech-7 (pg 44 of RFE).
- c) The Bidder shall be suspended for a period of 3 years in the following circumstances:
 - i. If a bidder withdraws or modifies its bid during the period of bid validity.
 - ii. In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFE.
 - iii. During the Bid process, if a Bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- d) Micro & Small Enterprises (MSE) as defined in MSE procurement policy issued by Ministry of MSME and start-ups as recognised by Department for Promotion of Industry & Internal trade (DPIIT), Government of India are also required to submit Form tech-7 (pg 44 of RFE).
- e) The decision of Ministry of Tourism (MoT) regarding empanelment/ suspension/ delisting of Bidder/ Bidders shall be final and binding on the Bidders & shall not be called upon in question under any circumstances.

2.3 RFE Preparation Costs & related issues- The agency is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in

meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by MoT to facilitate the evaluation process. MoT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This RFE does not commit MoT to award the Empanelment Letter or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFE.

2.4 Right to Terminate the Process- MoT may terminate the RFE process at any time and without assigning any reason. MoT makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFE does not constitute an offer by MoT. The bidder's participation in this process may or may not result in short listing the bidder.

2.5 No Consortium: No Consortium will be allowed. The bidder must meet all the eligibility criteria by itself.

2.6 Submission of Responses/Bids- Proposal must be submitted on e-procurement portal only latest as per schedule mentioned in Section 1.2 (at pg 10 of RFE). **The bids submitted by fax/ e-mail/hard copy etc. shall not be considered.** No further correspondence on the subject will be entertained. MoT reserves the right to modify and amend any of the above- stipulated condition/ criterion depending upon work priorities vis-à-vis urgent commitments. Bids shall consist of supporting proofs and documents as defined in the Pre-qualification Criteria (at pg 28 of RFE). Bidder shall submit all the required documents as mentioned in the FORM TECH -2 (at pg 36 of RFE) including various templates. Proposal submitted by the bidder should be concise and contain only relevant information as required.

2.7 Pre Bid Meeting

A Pre-Bid meeting of the interested parties shall be convened at the designated date, time and place. Pre-bid meeting shall be held physically.

Bidders may submit their queries as per format given in Form tech-8 (at pg 45) to **Ms. Kirti Gaikwad** at email id ***tourism.mrd@gov.in*** on or before the designated date & time. Agencies who are unable to attend pre-bid meeting physically may submit their queries as per format given in Form tech-8 (at pg 45) by email to **Ms. Kirti Gaikwad** at e-mail id ***tourism.mrd@gov.in*** on or before the designated date & time.

A maximum of three representatives of each Bidder shall be allowed to participate on production of authority letter from the Bidder.

During the course of Pre-Bid meeting, the Bidders will be free to seek clarifications and make suggestions for consideration of the Ministry of Tourism (MoT). The MoT shall endeavor to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.

The Pre-bid meeting will take place as per the schedule specified in this Bidding Document. A report of the Pre-Bid meeting shall be prepared and will be made available to all the participating Bidders.

The date, time and venue of Pre-Bid Meeting shall be:

Date : 11/05/2022

Time : 2:30 PM.

Venue :8th Floor, Conference Room in the Ministry of Tourism, Chandralok building, Janpath, New Delhi-110001

2.8 Short listing Criteria Marks:

- a) All agencies scoring **60 marks** or above out of total **100 marks** in evaluation as per the criteria defined under clause 4.2 of section 4 of RFE will be empanelled. Any attempt by a Bidder to influence the evaluation process for Empanelment may result in the rejection of its RFE Proposal.
- b) **Previous Experience:** Agency is required to submit records of having experience of Overall sum of atleast 25000 (Twenty five Thousand) number of sample households/units/beneficiaries in any three financial years on or after April 2016. Sample size coverage need not necessarily be in single work order but date of work order should be on or after April 2016.
- c) **Pan India Coverage experience:** Agency has to submit records of work done across India and the number of States in which organisation has work experience in conducting field surveys. Provide details as per **Form Tech- 3 (i) & (ii)**
- d) **Manpower Capability:**
 - i. Full time Surveyors/field Staff deployed by Agency must be Graduate & above.
 - ii. The Survey Supervisor should be a graduate with atleast 3 years of experience.
 - iii. Full time Research & Analysis Staff (Research & Analysis staff must be Post Graduate & above with three years of relevant experience and knowledge of Statistical tools & techniques).

Provide details of Regular and Contractual Surveyors (employees) as per **Form Tech – 5.**

- e) **Financial Capability:** Average annual turnover of the Survey Agency should be atleast Rs. 100,00,000/- (Rupees One crore) or more.
- f) **Outreach of the Tourism Survey Agency/ Presence of Regional Offices:** Presence of Regional Offices of the Survey Agency in North Region with existence of atleast 3 Years. Details are required to be provided in **Form Tech- 3 (II)**
- g) **Basic Understanding of the Tourism Survey Methodology:** Agency will use **Form Tech – 6** (at pg 43 of RFE) to submit a write-up in not more than 1000 words based on their understanding of Tourism survey methodology given at **Annexure – 1**, presenting the Approach for execution of Tourism Survey methodology in a district/ State/ UT and suggest any innovative idea for smooth execution of tourism survey methodology.

2.9 Empanelment Evaluation Committee (EEC)

- i. MoT will constitute an Empanelment Evaluation Committee (EEC) to evaluate the responses of the agency.
- ii. The Evaluation Committee constituted by MoT shall evaluate the responses to the RFE and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/ documentary evidence, may lead to rejection.
- iii. EEC will recommend a list of agencies for empanelment by MoT.
- iv. The decision of the Ministry of Tourism (MoT) in the evaluation of responses to the RFE shall be final and binding. No correspondence will be entertained subsequent to the process of evaluation by the Committee.
- v. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFE.

2.10 Proposal submitted-

Proposal submitted on the e-procurement portal will be opened at 23/05/2022, by a bid opening committee, constituted by MoT in the presence of such agency or their representatives who may wish to be present at the time of opening.

The representatives of the agency are advised to carry the identity card or a letter of authority from the participating firms to identify them as bona-fide for attending the opening of the proposal.

2.11 Proposal Validity and Evaluation-

The offer submitted by the bidder should be valid for minimum period of 180 days from the date of submission of Proposal as per clause 1.2 (Important dates) of Section-1. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non- responsive, if Proposals;

- i. Are not submitted in as specified in the RFE document
- ii. Received without the Letter of Authorization

- iii. Received without BSD (Bid Security Declaration)
- iv. Are found with suppression of details
- v. With incomplete information, subjective, conditional offers and partial offers submitted
- vi. Submitted without the documents requested in the checklist at FORM TECH -2
- vii. Have non-compliance of any of the clauses stipulated in the RFE
With lesser validity period

All responsive Bids will be considered for further processing. MoT will prepare a list of responsive agencies, who complies with all the Terms and Conditions of the Empanelment. All eligible bids will be considered for further evaluation by the Empanelment Evaluation Committee according to the evaluation process defined in this RFE document. After evaluation of bids by EEC as per RFE a list of compliant agencies will be prepared and submitted to MoT for perusal and approval. A letter of empanelment will be issued to agency by MoT. However, MoT reserves the right to accept or reject any proposal, and to annul the empanelling process / Public procurement process and reject all proposals at any time prior to award of Work Order, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for MoT action.

2.12 Instructions for uploading of proposal on e-procurement portal

- a) Proposal to be prepared in accordance with the procedures enumerated in **Clause 2.14 of Section 2** should be submitted online only through CPPP website: <https://eprocure.gov.in/eprocure/app> not later than the date and time laid down as per **Clause 1.2 of Section 1**. Agencies/ vendors are advised to follow the instructions provided in the 'Instructions to the Contractors/ Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement' at <https://eprocure.gov.in/eprocure/app>. Bid documents may be scanned with **100 dpi with black and white option** which helps in reducing size of the scanned document. **Manual bids shall not be accepted.**
- b) Not more than one Proposal shall be submitted by one agency or agencies having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the bids of both parties liable to rejection.
- c) Intending bidders are advised to visit again MoT website <http://tourism.gov.in/tenders/tenders-and-rfp> and CPPP

website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

- d) The original copy of power of attorney, certificate from statutory auditor, bid security declaration etc. must be delivered to the address as mentioned in the clause 2.13 of Section 2 on or before bid opening date/time as mentioned in Clause 1.2 of Section 1 under Important Dates. MoT may reject the bid for non-submission of original documents as mentioned above against the submitted bid.
- e) Bids will be opened as per date/time as mentioned in clause 1.2 of Section 1.
- f) The conditions for Pre-Qualification criteria of the bidders as mentioned in **clause 4.1 of Section 4** should be fulfilled for consideration of the bid.

2.13 Address of the Organisation & Contact Persons

a.	Name of Organisation	Ministry of Tourism 7 th & 8 th Floor, Chandralok Building, Janpath, New Delhi -110001.
b.	Name of the Contact Person for any clarification & Queries	Ms. Kirti Gaikwad, Dy. Director (MR), Ministry of Tourism, Government of India 011-23724159 tourism.mrd@gov.in
c.	Date till which the response to the bid should be valid	180 days from the date of opening of Bids.

2.14 Procedure for Submission of Bids

- a) A single Bid System will be followed for this RFE. Selection will be done as per total score based on Empanelment Criteria given in Section 4.
- b) This RFE process will be administered through the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>). The Bidders are required to submit soft copies of their proposals electronically on the CPP Portal, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the Bidders in registering on the CPP Portal, preparing their proposals in accordance with the requirements defined in this RFE and submitting their proposals on the CPP Portal. More information for submitting the Bids online on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>.
- c) The Bidders are required to enrol on the e-procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link. Enrolment on the CPP Portal is free of charge. As part of the enrolment process, the Bidders will be required to choose a unique username and a password for their accounts. Upon enrolment, the Bidders will be required to

register their valid digital signature certificate (Class II or Class III certificates with signing key usage) issued by any Certifying Authority recognized by the Controller of Certifying Authorities, India with their profile. **Only one valid DSC should be registered by a Bidder.** The DSC should be in the name of the person duly authorized by the Bidding entity to do all acts necessary for submitting the Proposal and execution of work under this RFE. The Bidders are responsible to ensure that only the authorised persons may use the DSCs. The Bidder then logs in to the site through the secured log-in process by entering the user ID/Password and the Password of the DSC/e-Token.

- d) All the pages of the Bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid. Failure to submit the Bid on time could cause a proposal to be rejected. The MOT will not accept delivery of the Bid by fax/e-mail or any other electronic/non-electronic means other than uploading on the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>).
- e) There are various search options available on the CPP Portal to facilitate the Bidders to search active RFEs by several parameters. These parameters include RFE ID, organization name, location, date, value etc. There is also an option for advanced search for active RFEs, wherein the Bidders may combine a number of search parameters such as organization name, location, date, etc. to search for an RFE published on the CPP portal. Once the Bidders have selected the RFE they are interested in, they may download the required documents/RFE schedules. These RFE documents can be moved to the respective “My Tenders” folder. This will enable the CPP Portal to intimate the Bidders through SMS/e-mail in case there is any Corrigendum issued to the RFE document. The Bidder should make note of the unique RFE ID assigned to each RFE, in case they want to obtain any clarification / help from the Helpdesk.
- f) The Bidder should take into account any amendment to this RFE document that may have been published before submitting their Bids.
- g) The Bidders are requested to go through the RFE advertisement and the RFE carefully to understand the documents required to be submitted and the process to be followed as a part of the Bid. Any deviations may lead to rejection of the Bid. The Bid documents can generally be in the PDF/ XLS/ RAR formats. The Bid documents may be scanned with 100 dpi with black and white option.
- h) The Bidder should try to submit the Bid well before the last date and hence to avoid any inconvenience at the last moment. The Bid submission date and time will be as mentioned in the clause 1.2 of this RFE. The Bidder will not be allowed to submit the Bid after the Bid submission time. The Bidder has to digitally sign and upload the required Bid documents one by one as indicated in this RFE. The address of the Ministry of Tourism, Name and Address of the Bidder and the RFE Reference

Number shall be marked on the envelope. The envelope shall also be marked with a sentence “NOT TO BE OPENED BEFORE THE DATE AND TIME OF BID OPENING”. If the envelope is not marked as above, Ministry of Tourism, will not assume any responsibility for its misplacement, pre-mature opening etc.

- i) All the documents being submitted by the Bidders will be encrypted using Public Key Interface (PKI) encryption techniques to ensure the secrecy of data. The data entered cannot be viewed by unauthorised persons until the time of Bid opening. The confidentiality of the Bids is maintained using the secured socket layer 128 bit encryption technology. Data storage encryption for sensitive fields is done. The uploaded Bid documents become readable only after the Bid opening by authorized Bid openers.
- j) Upon successful and timely submission of Bids, the portal will give a successful Bid submission message and a bid summary will be displayed with the Bid number and the date and time of submission of the Bid with all other relevant details.
- k) The Bidder is allowed to re-submit the Bid and related Bid documents before the last date of Bid submission and time. The Bid can be re-submitted as many times as required by the Bidder, within the indicated timelines. The last version of the Bid submitted by the Bidder before the Bid submission date and time will be considered for Bid evaluation.
- l) The Bidder is permitted to withdraw his Bid before the last date of Bid submission and time through the CPP Portal. The bidder should provide the supporting reasons for bid withdrawal and attach the supporting letter to the MoT.
- m) Any queries relating to this RFE document and the terms and conditions contained therein should be addressed to the RFE Inviting Authority and the relevant contact person indicated in this RFE. Any queries relating to the process of online Bid submission or queries relating to the CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The national toll free number for the helpdesk is 18002337315.
- n) Bidders are advised to study the Bid document carefully. Online Submission of bids shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Bid offers prepared in accordance with the procedures enumerated in section 2 should be submitted online only through CPPP website: <https://eprocure.gov.in/eprocure/app> not later than the date and time laid down under Clause 1.2 of Section 1 under “Important Dates”.

2.15 Amendment to the Bid Document

- a) At any time prior to the last time and date for receipt of bids, the MoT, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an corrigendum.

- b) The corrigendum will be notified by MoT which will be binding on all bidders.

2.16 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the MoT, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall prevail.

2.17 Bid Contents

- a) In the absence of any information, as requested above, a bid may be considered incomplete and summarily rejected.
- b) The Bidder shall prepare the bid based on details provided in the Bid documents. Bidder shall carry out the study of the bill of material in accordance with the requirements of the Bid document and it shall be the responsibility of the Bidder to fully meet all the requirements of the Bid document.
- c) Bidder shall provide all details of Operations and Business of agency as per **Form Tech- 3** including location and details of regional offices.

2.18 Bidder Qualification

- a) The "Bidder" as used in the Bid documents shall mean the one who participate in the bid process. The Bidder may be either the Constituted attorney of the company or the Principal Officer or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, be furnished and signed by the Bidder.
- b) It is further clarified that the individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as:
 - i. Constituted attorney of the company. **OR**
 - ii. The Principal Officer or his duly Authorized Representative of the company, in which case he/she shall submit a certificate of authority on behalf of the company/organisation.
- c) The Bidder shall sign its Bids with the exact name of the Company/ organisation to whom the contract is to be issued.
- d) The Bidder shall clearly indicate their legal constitution and the person signing the Bids shall state his capacity and also source of his ability to bind the Bidder.

- e) MoT/ State may outrightly reject any bid not supported by adequate proof of the signatory's authority

2.19 Period of Validity of Bids

- a) Bids shall remain valid for 180 days after the date of opening of Pre-Qualification and Technical Bids prescribed by the MoT. A bid valid for a shorter period may be rejected by the MoT as non-responsive.
- b) In exceptional circumstances, the MoT may ask the Bidder to extend the validity of the Bid. However, the Bidder will not be permitted to modify its bid.

2.20 Period of Validity of Empanelment

- a) The empanelment of the agency will be for a period of 5 (five) years from date of issue of Letter of Empanelment subject to performance review on annual basis.

2.21 Non Compliance & Blacklisting

MoT reserves the right to engage the Empaneled Agency for conducting Tourism Surveys in various Districts/ States/UTs. Non-compliance in this regards without a valid reason may lead to delisting from empanelment or Blacklisting of the agency as deemed fit by MoT.

2.22 Dispute Resolution& Jurisdiction

Any dispute to be resolved amicably by the executants of the RFE. Otherwise, the dispute will be referred to an 'Arbitration' under the Arbitration and Conciliation Act 1996 to be appointed with the consent of both the parties. The decision of the Arbitration will be final and binding on both the parties. As regards the matter when there is no arbitration agreement, the dispute, is to be adjudicated by a civil court at the state level. Apart from Dispute Resolution the factor of 'Force Majeure' to be considered and no party should be blamed for the same.

2.23 Force Majeure

This RFE is subject to force majeure situations. It shall be subject to inabilities based on circumstances beyond the control and power of contracting parties, such as but not limited to civil commotion, riots, war, Acts of God, hacking, unauthorized access, spam etc., which may result in the prevention of performance by a party.

2.24 General Conditions

- i. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions about the requirements.
- ii. All information supplied by bidders may be treated as contractually binding on the Agency, on successful award of Empanelment Letter by the MoT on the basis of this RFE.
- iii. Successful empanelment of bidder and issue of Letter of Empanelment (LOE) by the MOT shall not ensure the agency for award of Work etc.
- iv. MoT/ State Tourism Department reserve the right to deploy the empanelled agency to any of the locations across the State in the region. Refer Form Tech 3 (II).
- v. Empanelment will be valid for a period of five Years; however the engagement of Survey Agency will be reviewed annually and extended subject to satisfactory performance.

Section-3 Scope of Work and detailed Requirements

3.1 Overview

- i. Ministry of Tourism is conducting the process of empanelment of tourism survey agencies in one of its initiatives on “Capacity Building of State/UTs on Tourism Survey Methodology” in order to standardize it across the country. One of the main objectives is to collect the data on domestic tourist visitors and foreign tourist visitors on various destinations, their profiling, purpose, preferences, stay, spending, hotels occupancy etc. The destination wise data shall be collected by the State/UTs Government. The data shall be collected every month at following three points on sample basis:
 - A. Major tourist destinations of the district
 - B. Entry/Exit points of the district
 - C. Accommodation units of the districts
- ii. The data from all three sources will be processed together based on set algorithm to arrive at the final outcome. The data shall be collected for all districts of India. The detailed tourism survey methodology is given at **Annexure1**.
- iii. For speeding up the data entry, compilation, analysis & reporting on monthly basis, **a mobile app** will be provided to the surveyors.

3.2 Objective

The survey will be used to obtain the following month-wise information for each district for North Region. The states and UTs under North Region are Delhi, Rajasthan, Himachal Pradesh, Uttar Pradesh, Uttarakhand, Haryana, Chandigarh, Jammu & Kashmir, Ladakh and Punjab.

3.3 Survey Methodology:

The methodology comprises of 2 phases. First, a preliminary phase of 1 month and second, a main phase of 12 months. The purpose of conducting Phase I (preliminary phase) is to assess the visitor traffic at different destinations/ exit points of the surveys in order to distribute the sample sizes fixed for main surveys among the destinations / exit points. The main surveys would be conducted in phase II. Further details are given in **Annexure-1**.

As mentioned above, the Tourist Survey methodology is initially envisaged to be conducted in 2 phases in all States/ UTs. Meanwhile various States/ UTs are in process of preparing lists of attractions, exit points & accommodations units to satisfy the requirements of Phase 1. In the case, the States/ UTs which are able to provide

the aforesaid lists then the survey agency will conduct survey as per methodology details in the following RFE for phase 2 only on the basis of the list of destinations, list of accommodation units & the list of exit points provided by the State/ UT.

Before bidding the agency shall ensure with State/ UT whether it is engaged for survey of both phases or only for conducting survey for phase-2.

Phase –I:

The main purpose of conducting Phase I (preliminary phase) is to identify major destinations in the district. Surveys will be conducted covering 14 days of a month. First day of the month will be considered as the first day of the week.

The days on which survey should be done are as follows:

Week	Days
1	First 03 days
2	Last 04 days
3	First 03 days
4	Last 04 days

Phase I will assess visitor traffic at various destinations/ exit point of district and follow the given mandate:

a) Destinations:

For ticketed destinations, number of visitors will be available from the number of tickets sold. For Non Ticketed destinations manual counting of visitors entering the destination through all gates/ points/ approaches which provide entry will be carried out.

b) Exit point of district:

Survey to assess flow of visitor's patterns of exit by various means (railways/ buses/ airplanes etc.).

c) Accommodation units:

- i. To assess the total number of units & rooms by undertaking a Census and updating the list in every quarter.
- ii. To assess employee pattern and occupancy, etc. by undertaking survey at accommodation units.

Phase –II:

In the main phase, the following exercises / surveys / assessments would be carried out:

- i. In case of ticketed destinations the number of visits has to be taken from the record of sales of tickets.
- ii. In case of non – ticketed destinations, assessment of the total number of leisure visits has to be made through counting/ execution of counting sheets.
- iii. An investigator needs to be deployed at each of the entry points of the destination in order to manually count the number of leisure visits to the destination on the selected days / dates.

Important tourism destination will be positively covered. Information about important festivals, fairs, religious events, MICE events, events organized by the Govt. Etc. at the selected tourist destinations will be collected in advance for 12 month period. If the important tourist event at the selected tourist destination falls outside the selected week and dates, the nearest week/ dates will be substituted by the week/ dates of the special event.

- iv. Time Slot should be specific to the destination and should cover:

- The entire duration during which entry is permitted in case of ticketed/ gated destination
- The duration in which nearly all the visitors visits in case of a non-ticketed / unrated destination

A. At Destinations: The destinations for which the cumulative count of visits is more than 90% of the total number of visits in the district will be considered as major destinations to be surveyed in the Phase II or the main phase. The survey will be conducted during all the 12 months of the year at each selected destination carried out as per following dates (7 Days per month):

Month	Weeks	Days of weeks	Dates of the month
First	First & Third	1st week: 1-3 days 3rd week: 4-7 days	1,2,3,18,19,20,21
Second	Second & Fourth	2nd week: 1-3 days 4th week: 4-7 days	8,9,10, 25,26,27,28
Third	First & Fourth	1st week: 1-3 days 4th week: 4-7 days	1,2,3,25,26,27,28
Fourth	Second & Third	2nd week: 1-3 days 3rd week: 4-7 days	8,9,10,18,19,20,21
Fifth	First & Second	1st week: 1-3 days 2nd week: 4-7 days	1,2,3,11,12,13,14
Sixth	Third & Fourth	3rd week: 1-3 days 4th week: 4-7 days	15,16,17, 25,26,27,28
Seventh to Twelve	Above pattern will be repeated		

The date and week on which important tourism event is scheduled to take place at the selected tourist destination will be positively covered. The data will be uploaded on a daily basis.

- B. At Exit point of district:** The survey of visitors at all exit points of district (as identified in the phase – I) at the tourist destinations have to be covered. The 14 days of the month on which this survey should be done are as follows:

Week	Days
1	First 03 days
2	Last 04 days
3	First 03 days
4	Last 04 days

- C. At Accommodation Units:** The census list would form the sampling frame for the monthly survey of accommodation units. The accommodation units listed in Phase I will be grouped in the following categories:

- I. Classified hotels
- II. Other accommodation units.
 - a. Having more than 20 rooms
 - b. Having 10-20 rooms
 - c. Having less than 10 rooms

For the purpose of conducting the Accommodation Survey, all the classified hotels and 10% of the units in each of the categories of other accommodation units will be selected by using circular systematic sampling method. Fresh sample would be selected in each month.

From all the selected accommodation units, the following information about overnight visitors will be collected based on the records:

- a. Number of checked-in (domestic / foreign)
- b. Number of room nights spent (domestic / foreign)
- c. Residency status of the tourists (within the state / within country/ outside country)
- d. Purpose of their visit etc.

This information has to be collected in the 1st week of every month for the preceding month.

D. Following are the particulars of this survey:

I. Sample size of visitors at district level:

Statistically, a sample of size 384 is required to get estimate of a parameter with a precision of 5% points and 95% level of confidence. For the proposed survey, however, the sample size will be 600 per district per month. For a district if in certain months these much samples are not available, the shortfall should be covered in next months. If a particular district is not important from tourism perspective and the sample size of 600 visitors per month is not likely to be available, then portion of this sample size may be allocated to other districts having larger no. of visitors. This redistribution must be done based on the findings of Phase I of the methodology. At State level, the sample size of 600 x no. of Districts for the survey at Tourist Destinations has to be maintained every month.

II. Distribution of Sample Size among Tourist Destinations:

The sample of 600 has to be distributed between the destinations (ticketed and non- ticketed) of the district. This may be done in proportion to the visitors at the destinations as observed in Phase I of the methodology. The sample proportion of domestic as well as foreign visitors is to be decided on the basis of their proportion observed in phase I of the survey or on the basis of data of ticket sales of previous day in case of destinations with differential tickets.

III. Time Slots for the survey at a destination:

Time slots should be such that they cover the varying visitor traffic pattern at a destination. For example, at some religious places visitors visit the destination in early morning and/ or late evening. Similarly fairs and festivals may draw large number of visitors during late hours in evening. Time slots of the survey at each destination should be devised in a manner so as to capture the variations in visitor inflow.

3.4 IT Infrastructure requirements:

The field Surveyors are required use the mobile app mentioned above to fill validate and send the data to Dashboard of MoT. The minimum configuration of Smartphone/ Tab for installation of the mobile app for smooth conduct of Tourism Survey is as follows:

Configuration Required for Android Mobile/Tab for survey:	
Description	Specification
Processor make	Qualcomm Snapdragon 865 and 865 Plus
Processor Speed	2.84GHz to 3.1GHz
RAM	4GB
Internal storage	64GB
Operating system	Android 7.0
GPS	
Internet Connectivity	Mobile networks/ Wi-Fi

If the above mentioned specifications of smart phones/ tabs needs upgradation due to the technical requirement of the application, the same will be managed and complied by the survey agency. Each surveyor is required to carry one Smartphone/ Tab of configuration as mentioned above for conducting the field surveys.

3.5 Training of Trainers (ToT) & knowledge transfer:

After engagement of the successful Agency by the State/ UTs a training of trainers (ToT) on methodology of conducting the surveys will be scheduled for the state level supervisors of the Survey Agencies to develop Master Trainers (MT).

National Productivity Council (NPC) will conduct the above mentioned trainings for providing an understanding of methodology to be followed by empanelled agencies and their respective supervisors for execution of state tourism survey through workshops at regional level to develop MTs.

Further it will be responsibility of the Survey Agency to impart trainings through these MT to field surveyors and ensure the quality of Tourism Survey.

3.6 Cost Implications for trainings to Surveyors & Supervisors:

The trainings of surveyors and supervisors will be conducted by the empaneled survey agencies at no cost to Ministry of Tourism.

Section-4 Eligibility, Qualification & Evaluation Criteria for Empanelment

Pre-Qualification Criteria

S.No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	<ul style="list-style-type: none"> Should be a Legal Entity registered in India The entity should be registered with Goods & Service Tax Authority and must be operating for a minimum period of 3 years; The entity should have a valid PAN number. 	<ul style="list-style-type: none"> Copy of Registration Certificate; and Copy of GST Registration Certificate Copy of PAN MSMEs are required to submit proof of registration with MSME/ NSIC Similarly, Start-ups require certificate issued by DPIIT
2	Annual Turnover*	Average Annual Turnover in any three financial years (2016-17, 2017-18, 2018-19, 2019-20, 2020-21) should be atleast Rupees One Crore (as per the last published Balance sheets)	<ul style="list-style-type: none"> Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor DPIIT recognised start-ups are relaxed from this condition of Annual Turnover. The bidders are required to submit the proof of start-up recognition by DPIIT.
3	Implementation Capability	Must have achieved an overall sum of 25000 sample households/units/beneficiaries in any three financial years (from April 2016 onwards). However sample size coverage need not necessarily be in single work order. Date of work order must be on or after April 2016.	<ul style="list-style-type: none"> Work Order; AND Completion Certificates in case of completed projects. If completion certificates are not available a self certified letter on the same.
4	Not Blacklisted	The entity should not be blacklisted by any government organization	A self-certified letter

Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Bid evaluation, as per the following criteria:

Technical Bid Evaluation Criteria

S No.	Criteria	Detail	Marks
A	Previous Relevance Experience in conducting large & medium scale surveys in any three financial year (from April 2016 onwards)		Total 30 Marks
A1	Overall sum of total sample households/ units/beneficiaries in any 3 Financial years (from April 2016 onwards) Sample size coverage need not necessarily be in single work order but date of work order should be on or after April 2016.	>100000	20 Marks
		75000-100000	15 Marks
		50000-75000	10 Marks
		25000-50000	5 Marks
A2	No. of States/ UTs in which organisation has work experience	>=20 States	10 Marks
		14-19 States	8 Marks
		8-13 States	6 Marks
		4-7 States	4 Marks
		<3 States	0 Marks
B	Manpower Capability		Total 30 Marks
B1	Offices of The Agency in Listed 10 States/ UTs of North Region with existence of atleast 3 Years. Details in Form Tech- 3 (II)	10 States/ UTs	10 Marks
		8 -9 States/ UTs	8 Marks
		6- 7 States/ UTs	6 Marks
		4- 5States/ UTs	4 Marks
		1- 2 States/ UTs	2 Marks
B2	Number of Full time Surveyors/field Staff (field staff must be Graduate & above) The Survey supervisor should have atleast 3 years of experience.	>=200	10 Marks
		Between>=150 &<200	8 Marks
		Between>=100 &<150	6 Marks
		Between>=50 &<100	4 Marks
		Between>=25 &<50	2 Marks
		<25	0 Marks
B3	Number of Full time Research & Analysis Staff (Research & Analysis staff must be Post Graduate & above with three years of relevant experience and knowledge of Statistical tools & techniques)	>10	10 Marks
		5-10	5 Marks
		<5	0 Marks
C	Financial Capability		Total 20 Marks

S No.	Criteria	Detail	Marks
C1	Average Annual turnover in any three financial years (2016-17, 2017-18, 2018-19, 2019-20, 2020-21) (Rs crore)	>=Rs 10 crore	20 Marks
		Between >=5&<10 crore	15 Marks
		Between>=2&<5 crore	10 Marks
		Between>=1&<2 crore	5Marks
D	Understanding of Tourism Survey Methodology given at Annexure-1 in RFE		Total 20 Marks
D1	Understanding of Methodology		5 Marks
D2	Approach for Execution		10 Marks
D3	Innovative idea for smooth execution		5 Marks

Class	Criteria	Eligibility
A	70% & above	Can take up survey in any state
B	60% to 70 %	Can take up survey in state having less than 30 number of districts
Not Empaneled	<60%	

- The bidder is required to make the presentation on their technical proposal before the MOT Evaluation committee for Empanelment. The time for presentation, shall be communicated accordingly. The mode of the presentation will be online.
- Bidders will be given scores as per the entire criterion mentioned above. Only the bidders obtaining atleast 60 marks in total will qualify for empanelment.

Selection Criteria

- The scores of sections A, B, C& D secured will be added to arrive at total.
- The bidder with atleast as Score of 60 marks will be selected for empanelment as Survey Agency for conducting surveys for data on domestic and foreign tourist visitors/ visits in various destinations, districts of states/ UTs.

Documents Required for Technical Criteria

S.No.	Basic Requirement	Specific Requirements	Documents Required
1	Annual Turnover*	Annual Turnover in any three financial years (2016-17, 2017-18, 2018-19, 2019-20, 2020-21) (as per the last published Balance sheets), should be atleast Rupees One Crore	<ul style="list-style-type: none"> • Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor • DPIIT recognised start-ups are relaxed from this condition of Annual Turnover. The bidders are required to submit the proof of start-up recognition by DPIIT. • All documents as listed in Form tech-2
2	Overall Coverage of total sample households/ units/beneficiaries for 3 years.	Sample size coverage need not necessarily be in single work order but date of work order should be on or after April 2016. Must have covered atleast Overall sum of 25000 sample households/units/beneficiaries in any three Financial years (from April 2016 onwards). However sample size coverage need not necessarily be in single work order but the date of work order should be on or after April 2016.	<ul style="list-style-type: none"> • Work Order; AND • Completion Certificates in case of completed projects. If completion certificates are not available a self certified letter on the same. • Complete filled data as per Form tech 4(I) & Form tech 4 (II)
3	No. of States/ UTs in which organisation has work experience	Offices of The Agency in Listed 10 States/ UTs of North Region with existence of atleast 3 Years. Details in Form Tech- 3 (II)	<ul style="list-style-type: none"> • Work Order; AND <p>Completion Certificates in case of completed projects. If completion certificates are not available a self certified letter on the same.</p>

S.No.	Basic Requirement	Specific Requirements	Documents Required
			<ul style="list-style-type: none"> Address proof of regional offices Details in Form tech-3 (II)
4	Manpower Capability	Full time Surveyors/field Staff (field staff must be Graduate & above)	Form tech -5
		Full time Research & Analysis Staff (Research & Analysis staff must be Post Graduate & above with three years of relevant experience and knowledge of Statistical tools & techniques)	Supporting Documents – Resumes etc. Form tech - 9
5	Not Blacklisted	The entity should not be blacklisted by any government organization	A self-certified letter
6	Bid Security Declaration		BSD (Bid Security Declaration) as per Form tech-7 in RFE

Section-5 Award of Letter of Empanelment in North Region of Ministry of Tourism

5.1 Award Criteria- MoT will award the Letter of Empanelment to the successful bidder who has been found eligible as per the criteria mentioned in section 4.2 of this RFE.

5.2 Right to Accept Any Proposal and to Reject Any or All Proposal(s)-

MoT reserves the right to accept or reject any proposal, and to annul the empanelment process/Public procurement process and reject all proposals without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for MoT action.

5.3 Letter of Empanelment for North Region-

Prior to the expiration of the validity period, MOT will notify the eligible bidder in writing or by email regarding their empanelment for conducting Tourism surveys. In case the empanelment process has not been completed within the stipulated period.

5.4 Acceptance Letter-MOT will require the empaneled bidder to provide an acceptance letter within 7 days from the issue of Letter of Empanelment.

5.5 Empanelment Period: Empanelment will be valid for a period of 5 (Five) Years; however the engagement of Surveyor Agency will be reviewed annually. In case of satisfactory performance the empanelment will be continued till next review but if the performance is found to be unsatisfactory then the Surveyor Agency shall be suspended/ delisted as deemed fit.

BID FORMS

FORM TECH- 1

DECLARATION (ON THE LETTER HEAD OF THE BIDDER)

To,
The Director (MR)
Ministry of Tourism,
7th& 8th Floor, Chanderlok Building,
Janpath, New Delhi-110001.

Dear Sir,

We, the undersigned offer to provide services for conducting the tourism survey at Destination, District level & State Level in accordance with the Request for Empanelment RFE No.dated issued by MoT. We are hereby submitting our bid for North Region of Ministry of Tourism.

1. We hereby declare that all the information and statements made in this bid are true and accept that any misinterpretation contained in it may lead to disqualification of our bid.
2. We understand that you are not bound to accept any proposal you receive.
3. We permit MoT to cross check the facts from any other source.
4. We or any of our authorized representatives, if required by MoT, would make a presentation before the duly constituted Committee at our own cost.
5. We will abide by the decision of MoT regarding empanelment bid process& thereafter.
6. We have read & understood the RFE and agree to all the terms & conditions stated therein.

Date:

Place:

SIGNATURE

Full name and designation:

(Seal of organisation)

FORM TECH – 2**CHECKLIST FOR SUBMISSION OF RESPONSE TO RFE**

Detail	Response (Yes/No)	Page No.
A covering letter (containing declaration) on the letter head of Survey Agency (Form Tech- 1) at pg 35		
Power of Attorney in respect of Authorised Representative		
BSD (Bid Security Declaration) as per Form Tech-7 at pg 44 in RFE		
A self-declaration stating that the bidder has not been blacklisted/debarred/suspended by any Central/State Government or PSU		
Copy of registration with MSME/ NSIC or Certificate of recognition as Start Up issued by DPIIT		
Copy of Certificate of Registration/ Incorporation/ Article of Association/ Partnership Deed		
Copy of PAN card		
Copy of Goods & Service Tax Registration Certificate		
Annual Turnover for the FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21 duly certified by Statutory Auditor extracts from the Balance sheet (of any three financial years)		
Details of all Work orders as per Form Tech- 4 (I) & (II) at pg 39 & pg 41. The self attested copy of the Work Order; and Completion Certificates from the client or Self Certificate of Completion with each of the filled in form.		
Duly signed Form Tech-3 (I) & (II) at pg 37 & pg 38. (Details of Applicants Operation & Business)		
Duly signed Form Tech-5 (List of proposed surveyors)		
CVs of Full time Research & Analysis Staff as per Form Tech-9		
Understanding of Tourism Survey Methodology and approach for execution of the same and any other innovative ideas for smooth execution – (Form Tech -6)		

Note: All documents including Forms must be properly marked, signed and sealed and placed in the above mentioned order.

Date

Place

**Authorized Signatory
Name & Designation:
COMPANY SEAL**

FORM TECH – 3 (I)**Details of the Applicant's Operations and Business**

S No.	Information sought	Details to be furnished by the bidder
1	Name and address of the bidding Agency	
2	Incorporation status of the bidder (as mentioned in pre-qualification criteria)	
3	Year of Establishment	
4	Details of GST registration	
4.1	PAN No.	
5	Details of Contact Person:	
5.1	Name	
5.3	Address,	
5.3	e-Mail	
5.4	Phone nos.	
5.5	Mobile Number	
6	Gross Turnover (Rs Lakhs)	
6.1	2016-17	
6.2	2017-18	
6.3	2018-19	
7	Total Number of Employees	
7.1	No. of full time Surveyors	
7.2	No. of part time/ contractual Surveyors	

Consent of the Agency: I hereby declare that all the information mentioned above is true and correct to the best of my knowledge and belief.

Date

Place

Authorized Signatory

Name & Designation:

COMPANY SEAL

FORM TECH – 3 (II)**Details of the Regional Offices in North Region**

1	Details of Area Office (If Any) as per following States/ UTs			
1.1	Region	Location of Regional Offices (State/ UT)	Office Availability (YES/ NO)	If Yes, mention number of Surveyors
(i)	North Region	Delhi		
		Rajasthan		
		Himachal Pradesh		
		Uttar Pradesh		
		Chandigarh		
		Uttarakhand		
		Haryana		
		Jammu & Kashmir		
		Ladakh		
		Punjab		

Consent of the Agency: I hereby declare that all the information mentioned above is true and correct to the best of my knowledge and belief.

Date

Place

Authorized Signatory

Name & Designation:

COMPANY SEAL

FORM TECH 4(I)

Coverage of total sample households/units/beneficiaries in any of the given three financial year (from April 2016 onwards)

S No.	Financial Year in which sample covered	Name of Work Order received on or after April, 2016 in which the sample size are being covered	Date of the Work order	Sample Size Covered
1	2016-17			
SUB TOTAL (1)				
2	2017-18			
SUB TOTAL (2)				
3	2018-19			
SUB TOTAL (3)				
4	2019-20			
SUB TOTAL (4)				
5	2020-21			
SUB TOTAL (5)				

S No.	Financial Year in which sample covered	Name of Work Order received on or after April, 2016 in which the sample size are being covered	Date of the Work order	Sample Size Covered
6	2021-22			
SUB TOTAL (6)				
TOTAL (1+2+3+4+5+6)				

Details of all Work orders mentioned above must be included as per **Form Tech-4 (II)**. For each Work order one form should be filled. The self attested copy of the Work Order; and Completion Certificates from the client or Self Certificate of Completion must be attached with the filled in form.

Consent of the Agency: I hereby declare that all the information mentioned above is true and correct to the best of my knowledge and belief.

(Name & Signature of the Authorised Signatory)

Date:

Place:

COMPANY SEAL

FORM TECH – 4(II)**Similar Projects carried out in any three financial year (from April 2016 onwards)**

Using the format below, provide information on each reference assignment

Name of Client:			Assignment Name:
Address of Client:			Country: List of States/UTs Covered :
Date of Receiving Work Order:			Professional Staff Provided by your firm/entity (profiles) :
Start Date	Status (Ongoing/ Completed/ Stalled)	Completion Date	
Sample Size Covered:			Value of WO
PERIOD	Sample Covered	No. of Surveyor Months	
FY 2016-17			
FY 2017-18			
FY 2018-19			
FY 2019-20			
FY 2020-21			
FY 2021-22			
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed			
Narrative Description of Project*:			
Description of Actual Services provided by Your Staff:			

Copy of Work orders & completion certificates to be provided**Consent of the Agency: I hereby declare that all the information mentioned above is true and correct to the best of my knowledge and belief.****(Name & Signature of the Authorised Signatory)****Date:****Place:****COMPANY SEAL**

FORM TECH – 5

List of Surveyors

Name	Qualification	Years of Experience	Engagement Full Time/ Part Time	Languages known	Availability of Tab/ Smart phone

Consent of the Agency: I hereby declare that all the information mentioned above is true and correct to the best of my knowledge and belief.

(Name & Signature of the Authorised Signatory)

Date:

Place:

Authorized Signatory

Name:

COMPANY SEAL

FORM TECH – 6

Tourism Survey Methodology

Please elaborate your understanding on the following aspects in not more than 1000 words

- 1. Understanding of Tourism survey methodology**
- 2. Approach for execution of Tourism Survey methodology in a district/ State/ UT**
- 3. Any innovative idea for smooth execution of tourism survey methodology**

Consent of the Agency: Hereby I declare that all the information mentioned above is true and correct to the best of my knowledge and belief.

(Name & Signature of the Authorised Signatory)

Date:

Place:

Authorized Signatory

Name:

COMPANY SEAL

FORM TECH – 7

Bid Security Declaration Form

Date: RFE No.

To

(Insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We:

- a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or (ii) refuse to execute the contract in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration) Duly authorized to sign the bid for an on behalf of
(insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)
Corporate Seal (where appropriate)

Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

FORM TECH – 8

Format for requesting clarifications from Ministry of Tourism

S.No	Content of RFP requiring clarification	Section & Page no. of the RFP	Clarification sought	Clarification provided by Ministry of Tourism

FORM TECH – 9**Format of Curriculum Vitae (CV) of Permanent Core Professional Staff**

1. S.No. <i>(should be consistent with the Summary of Core Professionals in Annexure III)</i>	
2. Name of Staff	
3. Position	
4. Date of Birth	
5. Nationality	
6. Education <i>[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]</i>	
7. Membership of Professional Associations	
8. Training <i>[Indicate significant training since completion of education]</i>	
9. Employment Record <i>[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment period of employment, name of employing or organization, positions held.]</i>	
10. Work Undertaken in which the staff has made significant contribution	
11. Certification: I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. Date: <i>[Signature of staff member or authorized representative of the staff]</i>	
12. Name of authorized representative	
13. Designation of authorized representative	

Annexure 1

TOURISM SURVEY METHODOLOGY

Methodology for Estimation of Domestic and Foreign Visitors (Same day & Overnight) at District Level in India

I. Introduction

Ministry of Tourism compiles data on domestic and foreign (tourist) visits in States/ UTs based on the information received from the State Governments/ UT Administrations. Such information at State/ UT level is generally collected by their Tourism Departments on the basis of administrative records and returns. In many cases, the information supplied does not cover the same-day visitors, visitors staying with friends and relatives, etc. A need was felt to prepare a standard methodology for estimation of number of visits and visitors at **district level** which can be executed/ used by the State Governments / UT Administrations.

In accordance with the definition prescribed by the UNWTO in order to assess the Internal Tourism Volume, visits by following 8 categories of visitors need to be accounted:

Leisure visitor:	Non Leisure visitor:
a. Same day Visitors	a. Same day Visitors
b. Overnight Visitors	b. Overnight Visitors
i. Staying at accommodation units	i. Staying at accommodation units
ii. Staying with friends and relatives	ii. Staying with friends and relatives
iii. Staying elsewhere (at temporary units)	iii. Staying elsewhere (at temporary units)

There is no single location / area from where assessment of numbers (volume) of all 8 categories of visitors can be made. For instance a survey canvassed at accommodation units would not be able to assess same day visitors and those visitors who stay with friends & relatives, etc. A survey at destinations would be able to give an assessment of only leisure visitors. A survey at exit points of the district may provide estimate of the above mentioned 8 categories of visitors, but it is very difficult to undertake a counting exercise at exit points as locals & persons coming for the purpose of seeking employment or setting up of residence would also be present.

Hence, the methodology comprises of multiple surveys. The methodology comprises of use of information from 3 sources:

(i) ***Tourist Destinations:***

- a. To assess the numbers (volume) of leisure visits by undertaking a counting exercise at the entry gates / points of the destination.
 - b. To assess the average number of destinations visited / intended to be visited in the district, place of stay of leisure visitors, etc. by undertaking a short survey at destinations.
- (ii) ***Exit points of the district viz. railway stations, bus stands and airports:***
To know the proportion of the 8 categories of visitors in a district Survey by undertaking a survey.
- (iii) ***Accommodation units:***
- a. To assess the total number of units & rooms by undertaking a Census and updating the list in every quarter.
 - b. To assess employee pattern and occupancy, etc. by undertaking survey at accommodation units.

The methodology comprises of 2 phases. First, a preliminary phase of 1 month and second, a main phase of 12 months. The main purpose of conducting Phase I (preliminary phase) is to assess the visitor traffic at different destinations / exit points of the surveys in order to distribute the sample sizes fixed for main surveys among the destinations / exit points. The main surveys would be conducted in phase II.

This methodology would enable the compilation of data of number of visits and visitors on monthly basis for district level for a given base year. However, the methodology should also help in preparation of estimates of number of visits and visitors, for subsequent years (say 3 – 4 years), on the basis of secondary information to be collected from the accommodation units.

The details of the methodology are given in the subsequent sections.

II. Definitions

The definitions of various terms to be used in the survey are given below.

1) Usual place of Residence:

The usual place of residence of a person is the city/ village where the person stays.

2) Usual Environment:

The usual environment refers to the geographical boundaries within which a person moves within his/ her regular routine of life. For the purpose of the survey, a destination which is visited by a person with a frequency of once in a month or more than that is considered as his / her usual environment.

3) Trip:

A trip refers to the travel by a person from the time of departure from his usual environment until he/ she returns. It, thus, refers to a round trip. A trip may be made up of visits to different places.

4) Visitor:

A visitor is a traveler taking a trip to a main destination outside his/ her usual environment for any main purpose (business, leisure or other personal purpose) other than setting up of residence or to be employed at the place visited.

Exclusion:

The travelers at a tourist destination for whom the tourist destination is part of their usual environment, are not considered visitors for the purpose of this survey. A traveler staying in the same city / village who visits a tourist destination with a frequency of once in a month or more than that would be treated as a non-visitor.

5) Tourist:

A visitor is classified as a tourist if his/ her trip includes an overnight stay. A tourist is also referred to as an overnight visitor.

6) Same-day visitor:

A visitor is classified as a same-day visitor if his/ her trip does not include an overnight stay. A same-day visitor is also referred to as an excursionist.

7) Foreign Visitor

A visitor whose country of nationality is other than India will be treated as a foreign visitor. Even a Non-Resident Indian (NRI) will be treated as a foreign visitor. NRIs are Indian Nationals but may be living, or are likely to live, in other countries for 6 months or more in a given year.

8) Domestic Visitor:

A visitor, who is a resident Indian, will be treated as a domestic visitor.

9) Tourist Destination:

The tourist destinations would generally be in terms of geographical area and tourist interest. A tourist destination should be a clearly identified spot /area/ location. It could be a ticketed closed area, non-ticketed closed area, or an open area without clearly specified boundaries. It may be maintained by Central Government, State Government, local body or any other organization, including those run by the private sector. The following norms should be adhered to for identifying a tourist location as a tourist destination:

- (i) Destinations covered under the common ticket will be considered as one tourist destination irrespective of their number.
- (ii) If there are 2 or more destinations within close proximity which are not ticketed, they would be considered to be a single destination if a visitor usually visits most or all in the same visit.

10) Entry/Exit Point:

Entry/Exit Point of a District would be generally including all types of entry/ exit points such as airports, railway stations, inter district bus terminals, etc. through which the visitors generally enter or exit from the district.

III. Objective

The survey will be used to obtain the following month-wise information for each district:

- a. Estimated number of visits and visitors
 - (i) By duration of stay i.e. overnight and same day.

- (ii) By purpose i.e. Leisure and Non leisure.
- (iii) By place of stay (in case of overnight visitors):
 - a. Staying at accommodation units;
 - b. Staying with friends and relatives;
 - c. Staying in temporary structures like tented accommodations provided by State Govt. or by any other charitable organizations, etc.
- b. Profile of visitors, their expenditure pattern, purpose of visits, etc.
- c. Occupancy rates in accommodation units and their employment pattern.

IV. Methodology

The methodology is executed at district level and comprises of 2 phases: Phase I (Preliminary phase) and Phase II (Main phase). Separate tenders should be floated for the execution of Phase I and Phase II of the as the quantum of work of Phase II would depend upon the findings of Phase I.

If the district has an exceptionally important destination drawing a large no. of visitors (such as Tirupati in Chittoor District of Andhra Pradesh), then such a destination should be treated as a separate notional district and tourism survey activities (involving destination survey, exit survey and accommodation survey) have to be planned and executed there accordingly. The estimation, therefore, will also be done separately for these destinations.

Phase I:

The main purpose of conducting Phase I (preliminary phase) is to assess the visitor traffic at various destinations / exit points of the district. The Phase I or the preliminary phase would follow the given mandate:

A. *Destinations:*

- a. An exercise will be undertaken by the executing agency of the State Government/ UT Administration covering 14 days of a month to identify the major tourist destinations in a district based on the tourist traffic.

- b. For ticketed destinations, number of visitors will be available from the number of tickets sold.
- c. For non- ticketed destinations, manual counting of visitors entering the destination through all the gates / points / approaches which provide entry will be carried out. For this purpose counting sheets would be executed.
- d. Assessment should be done in a normal period.
- e. The days on which this exercise should be done are as follows:

Week	Days
1	First 03 days
2	Last 04 days
3	First 03 days
4	Last 04 days

The first day of the month will be considered as the first day of the week.

- f. The destinations for which the cumulative count of visits is more than 90% of the total number of visits in the district will be considered as major destinations to be surveyed in the Phase II or the main phase.

B. *Exit points of the District:*

- a. Flow of exit of visitors may be observed at all the points of exit of the districts to find out the pattern of exit by various means (railways/ buses/ airplanes etc.). The proportion thus observed at the various exit points is to be used for sample distribution at the exit points in the Phase II or the main phase.
- b. Survey should be conducted in a normal period.
- c. The days on which this survey should be done are as follows:

Week	Days
1	First 03 days
2	Last 04 days
3	First 03 days
4	Last 04 days

The first day of the month will be considered as the first day of the week.

C. *Accommodation Units:*

- a. All the accommodation units (hotels, tourist lodges, dharamshalas, government/private companies' guest houses, etc.) in the district will be listed through the following sources / methods:
 - i. Secondary sources like trade directories / records of registration authorities like Municipal Corporations.
 - ii. Primary physical scanning.
- b. This list will be used as a sampling frame to select units for monthly survey of accommodation units in the Phase II or the main phase. This census list must be updated every quarter in the Phase II or the main phase.

Phase II:

In the main phase, the following exercises / surveys / assessments would be carried out:

A. Tourist Destinations:

a. Coverage:

i. Selection of destinations:

The destinations for which the observed cumulative count of visits in Phase I is more than 90% of the total number of visits in the district will be surveyed in the Phase II or the main phase.

ii. Coverage of important tourism event:

The date and week on which important tourism event is scheduled to take place at the selected tourist destination will be positively covered.

Information about important festivals, fairs, religious events, MICE events, events organized by the Govt. etc. at the selected tourist destinations will be collected in advance for the 12-month period.

If the important tourist event at the selected tourist destination falls outside the selected week and dates, the nearest week/dates will be substituted by the week/dates of the special event.

b. Assessment of numbers:

The number (volume) of leisure visits has to be assessed at tourist destinations of a district.

- i. In case of ticketed destinations the number of visits has to be taken from the record of sales of tickets.
- ii. In case of non – ticketed destinations, assessment of the total number of leisure visits has to be made through counting / execution of counting sheets.
- iii. An investigator needs to be deployed at each of the entry points of the destination in order to manually count the number of leisure visits to the destination on the selected days / dates.
- iv. Time Slot should be specific to the destination and should cover:
 1. The entire duration during which entry is permitted in case of ticketed / gated destination
 2. The duration in which nearly all the visitors visits in case of a non-ticketed / ungated destination

c. Short Survey:

In order to obtain a brief profile of the visitors to the destination a short survey using a questionnaire comprising of 8 – 9 questions has to be carried out at tourist destinations (both ticketed as well as non – ticketed). Following are the deliverables of this survey:

- i. Break-up of number of visitors into overnight visitors (staying at accommodation units, staying with friends and relatives, staying at

other places) and the same-day visitors, separately for domestic and foreign visitors.

- ii. Average destinations visited / intended to be visited, place of stay, etc.
- iii. Assessment of quantum of visits by non – visitors and by non – leisure visitors.

Following are the particulars of this survey:

i. Sample size of visitors at district level:

Statistically, a sample of size 384 is required to get estimate of a parameter with a precision of 5% points and 95% level of confidence. For the proposed survey, however, the sample size will be 600 per district per month.

For a district if in certain months these much samples are not available, the shortfall should be covered in next months.

If a particular district is not important from tourism perspective and the sample size of 600 visitors per month is not likely to be available, then portion of this sample size may be allocated to other districts having larger no. of visitors. This redistribution must be done based on the findings of Phase I of the methodology.

At State level, the sample size of 600 x no. of Districts for the survey at Tourist Destinations has to be maintained every month.

ii. Distribution of Sample Size among Tourist Destinations:

The sample of 600 has to be distributed between the destinations (ticketed and non- ticketed) of the district. This may be done in proportion to the visitors at the destinations as observed in Phase I of the methodology.

The sample proportion of domestic as well as foreign visitors is to be decided on the basis of their proportion observed in phase I of the survey

or on the basis of data of ticket sales of previous day in case of destinations with differential tickets.

iii. Selection of days for survey of visitors in different months:

The survey will be conducted during all the 12 months of the year at each selected destination. In a particular month at a particular destination, survey will be done during 2 weeks.

In the first week, first 3 days of the week will be covered, and in the second week last 4 days of the week will be covered. For this purpose, first day of the month will be considered as the first day of the week.

The dates of survey at a tourist destination during the 12 months will be as follows:

Month	Weeks	Days of weeks	Dates of the month
First	First and Third	1 st week: 1-3 days 3 rd week: 4-7 days	1,2,3,18,19,20,21
Second	Second and Fourth	2 nd week: 1-3 days 4 th week: 4-7 days	8,9,10, 25,26,27,28
Third	First and Fourth	1 st week: 1-3 days 4 th week: 4-7 days	1,2,3,25,26,27,28
Fourth	Second and Third	2 nd week: 1-3 days 3 rd week: 4-7 days	8,9,10,18,19,20,21
Fifth	First and Second	1 st week: 1-3 days 2 nd week: 4-7 days	1,2,3,11,12,13,14
Sixth	Third and Fourth	3 rd week: 1-3 days 4 th week: 4-7 days	15,16,17, 25,26,27,28
Seventh to Twelve	Above pattern will be repeated		

iv. Time Slots for the survey at a destination:

Time slots should be such that they cover the varying visitor traffic pattern at a destination. For example, at some religious places visitors visit the destination in early morning and/ or late evening. Similarly fairs and festivals may draw large number of visitors during late hours in the

evening. Time slots of the survey at each destination should be devised in a manner so as to capture the variations in visitor inflow.

d. Exclusions:

Discounting visits by non-visitors at non – ticketed destinations

In the short survey at destinations questions are asked on usual place of residence and usual environment. Based on responses to these questions a person can be classified as a visitor or non - visitor. No exclusions for leisure visits by non – visitors are to be done for ticketed destinations so as to avoid mismatch with data of sales of ticket.

In case of non – ticketed destinations, a person is classified as a non- visitor if he / she belongs to the same city / village and visits the non – ticketed destination with a frequency of once in a month or more than that. Thus the total volume obtained from the counting sheet should discount a percentage of non- visitors which is observed in the short survey.

e. Assessing the number of visits by non – leisure visitors at all destinations.

In the short survey, Question is also asked on the purpose of visit to the district. Based on this the leisure visits at destinations can be classified as visits by leisure visitors and visits by non-leisure visitors.

f. Conversion of leisure visits at destinations to leisure visitors at district level.

In the Short survey, Question is also asked on number of destinations visited / planned to be visited. Based on this information the number of leisure visits at destinations of a district are converted into number of leisure visitors to a district.

If the leisure visits by non – leisure visitors are discounted at visits stage then the number of leisure visits may undermine the popularity of the tourist destination.

However, if these visits are accounted in leisure part at the time of calculation of leisure visitors (at district level), then the purpose for which visitors come to the district may not be presented correctly. Moreover, this might lead to duplication while estimating the number of non-leisure visitors to the district.

Thus, while converting leisure visits to leisure visitors the total number (volume) obtained from the counting sheet (after discounting non – visitors in case of non-ticketed destinations) should discount a percentage of leisure visits by non-leisure visitors which is observed in the short survey.

For converting leisure visits to leisure visitors, average number of places visited / planned to be visited in a district should be taken from responses corresponding to only leisure visitors.

B. Entry/Exit Points of the district

The survey at the tourist destinations will provide the numbers (volume) of only leisure visitors. The non – leisure visitors cannot be counted in full, hence the methodology envisages estimation of non – leisure visitors in a district based on ratio method.

Thus, for having an idea about the total number of visitors in the district, information about visitors collected at tourist destinations has to be supplemented by information on the non-leisure visitors.

a. Coverage:

All exit points of the district have to be covered.

b. Survey:

Survey of the visitors (at the time of their exit) at the exit points of the district (as identified in the Phase I) will provide information about the 8 categories of visitors mentioned in introductory section. It will also help in obtaining detailed profile of the visitors.

c. Sample Size:

This survey will be conducted with a sample size of 400 per month for each district. This sample will be allocated to the major exit points according to the proportion of

visitors leaving through those exit points, as obtained from the Phase I survey. The canvassing of the schedule of exit survey shall be done irrespective of the nationality of the respondent, so as to have a random representation of both foreign and domestic visitors.

The sample size allocated for each month should be captured in each district.

d. The days on which this survey should be done are as follows:

Week	Days
1	First 03 days
2	Last 04 days
3	First 03 days
4	Last 04 days

The first day of the month will be considered as the first day of the week

C. Accommodation Units

a. Obtaining particulars of accommodation units for all the units:

A short schedule would be canvassed amongst all the accommodation units listed in Census conducted in Phase I. Apart from the identification details, particulars like number of rooms, number of beds, total number of persons employed, annual turnover, etc. would be collected.

This information would be collected initially, and thereafter updated every quarter along with the updating of the list of accommodation units.

b. Survey of Accommodation Units:

The census list would form the sampling frame for the monthly survey of accommodation units.

The accommodation units listed in Phase I will be grouped in the following categories:

- i. Classified hotels
- ii. Other accommodation units-
 - a. Having more than 20 rooms
 - b. Having 10-20 rooms

- c. Having less than 10 rooms

For the purpose of conducting the Accommodation Survey, all the classified hotels and 10% of the units in each of the categories of other accommodation units will be selected by using circular systematic sampling method.

Fresh sample would be selected in each month.

From all the selected accommodation units, the following information about overnight visitors will be collected based on the records:

- a. Number of checked-in (domestic / foreign)
- b. Number of room nights spent (domestic / foreign)
- c. Residency status of the tourists (within the state / within country/ outside country)
- d. Purpose of their visit etc.

This information has to be collected in the 1st week of every month for the preceding month.

Estimation of total number of visits and visitors at District level

A. Obtaining total number of leisure visits in a district

In case of a ticketed destination, the total number of leisure visits to the destination in a given month, say 'M', would be the same as the number obtained from sales of tickets.

In case of compilation of number of leisure visits in a month for a non-ticketed destination 2 steps are involved:

Suppose 'm' is the number of leisure visits (after discounting visits by non-visitors) at a tourist destination during survey done on 14 days. This figure would be inflated (as explained below at points 1 and 2) to arrive at a figure of total leisure visits at the respective tourist destination in the month, i.e. 'M'.

1. When the month has no special tourist event

Suitable multiplier should be calculated for each month depending upon the number of days in the month. Suppose that N is the number of leisure visits in a month of 31 days based on the survey done on 14 days, then the multiplier would be $31/14$ and $N \times (31/14)$ will be the total number of leisure visits during that month. Similarly, multiplier can be calculated for the month with 30, 29 and 28 days.

2. When the month has special tourist event

For month having a special tourist event, estimation would have to be done for the period of special tourist event separately and remaining period of the month separately. The approach would remain the same as in [1] above.

B. Converting Leisure visits into leisure visitors

The number of leisure visits, thus obtained at step 'A' are then required to be converted to number of leisure visitors.

The total leisure visits also contain leisure visits paid by non – leisure visitors also. If the leisure visits by non-leisure visitors are accounted for while converting leisure visits to leisure visitors this might lead to duplication while estimating the number of non -leisure visitors to the district.

Thus, while converting leisure visits to leisure visitors the total volume obtained from the counting sheet (after discounting non – visitors in case of non-ticketed destinations) should discount a percentage of leisure visits by non- leisure visitors which is observed in the short survey. For converting leisure visits to leisure visitors, average number of places visited / planned to be visited in a district should be taken from responses corresponding to only leisure visitors.

Let ‘p’ be the proportion of leisure visits by non – leisure visitors as observed from the monthly survey at destinations.

The monthly sample size of survey at destinations is 600 in a district. Now, suppose out of 600, 60 were non leisure visitors. Then ‘p’ = 10% = 0.1.

Suppose, the monthly estimated volume of leisure visits in the District A= N = 10000. Then leisure visits by leisure visitors = $10000 * 0.9 = 9000$.

Suppose, average number of tourist destinations visited / planned to be visited in a district by a leisure visitor = 2. This implies estimated number of leisure visitors = $9000/2 = 4500$

C. Estimation of non-leisure visitors

Based on the volume of leisure visitors in the district obtained from the survey & counting at destinations and ratios of non – leisure visitors obtained from the survey at entry / exit points of the district, the volume of non – leisure visitors in the district can be obtained.

If following is the percentage distribution of Domestic Visitors obtained from Exit Point Survey at District A (sample size =1200 per quarter obtained by pooling results of 3 months of a quarter):

Leisure					Non Leisure				
Staying at Hotels	Staying with Friends & relatives	Staying elsewhere	Same day visitors	Total	Staying at Hotels	Staying with Friends & relatives	Staying elsewhere	Same day visitors	Total
5	14	16	20	55	3	12	13	17	45

Now, if 4500 is the estimated number of leisure visitors in district A, then 4500 would be akin to 55%. This implies 1% visitors approximately amount to $4500/55 = 81.81 \approx 82$.

We can, thus, estimate the monthly volume of different categories of non-leisure visitors in the following manner:

- Non Leisure visitors staying at hotels = $82 \times 3 = 246$.
- Non Leisure visitors staying with friends and relatives = $82 \times 12 = 984$.
- Total Non-Leisure visitors = $82 \times 45 = 3690$.
- Total visitors in District for the given month = $4500 + 3690 = 8190$.

D. Estimation of monthly volume of visits in a District

In case of non – leisure, one visitor can be said to pay one visit at district level for its non-leisure purpose. Any visit to a tourist destination is already accounted for in leisure visits, these are visits for leisure purposes.

Thus, total number of monthly visits at district level, say V, can be obtained by clubbing leisure visits and non – leisure visits.

$$V = 10000 + 3690 = 13690.$$

E. Estimation for post survey periods

As the monthly data of visitors will be required by the State/ UT Governments in future also the outcome of this survey will be utilized in the following manner by the State/ UT Governments.

Post survey, the list of accommodation units in the selected tourist destinations in the States/UTs may be updated on a regular basis by the State/ UT Governments. The information about distribution of various categories of visitors obtained from the current survey will be appropriately combined with the information on number of visitors staying in accommodation units to estimate the number of other categories as well as total number of visitors in the district in subsequent periods.

ILLUSTRATIVE LIST OF TOURIST DESTINATIONS: MAHARASHTRA

DISTRICT	DESTINATION	
AHMEDNAGAR	Shirdi	1
	Shanisignapur	2
	Siddhivinayak - Siddhatek (Astvinayak)	3
	Ahmednagar fort	4
	Newas	5
	Kalasubai Harischandragad Wild Life Sanctuary	6
	Bhandardara (Dam)	7
	Ravekudi	8
AKOLA	Narnala wildlife sanctuary / Fort	9
	Balapur Fort	10
AMRAVATI	Gugamal National park / Melghat Tiger Proje	11
	Salbardi (Chakradher Swami Mandir)	12
	Ambadevi & Ekvira Temple	13
AURANGABAD	Ajanta	14
	Daultabad Fort	15
	Ellora	16
	Bibi Ka Makbara	17
	Grishneshwer (Jyotirling)	18
	Shri Bhadra Maruti Temple	19
	Paithan - Jayakwadi (Paithani Sari)	20
BEED	Kapildhara (Ashram Of Kapilmuni)	21
	Parali Vaishnath	22
BHANDARA	Ambagar Fort	23
	Chinchgad	24
	Dighod	25
	Brahmi	26
BULDHANA	Sheogaon (Samadhi of Gajanan Maharaj)	27
	Datyasudan Temple	28
	Lonar Crater	29
CHANDRAPUR	Nagbhir (Ghodajhari) Picnic Spot	30
	Tadoba, Tadoba national park	31
DHULE	Anerdam Wildlife Sanctuary	32
GADCHIROLI	Jinganur (Bhamergargh Wildlife Sanctuary)	33
GONDIA	Nayagaon Wild Life Sanctuary	34
HINGOLI	Aundha Nagnath (Jyotirling)	35
	Narsi Namdev	36
	Mallinath Digambar Jain (audhanagnath) 35km	37
JALGAON	Unapdev hot Spring mouth Like GOMUKH),Adavad	38
	Changdev Maharaj, Bhusawal	39
	Amalner Tirath (Like Pandherpur) / Amalner Fort	40
	Patanadevi Temple	41
JALNA	Shree Ganesh of Rajur,	42
	The Matsyodari Devi Temple &	43
	Moti bagh,Jamb Samartha	44
KOLHAPUR	Radhanagri (Dazipur Wild Life Santuary)	45
	Vishalgad Fort	46
	Panhala fort	47
	Rankala lake,	48

	Mahalaxmi Temple,	49
	Maharaja palace,	50
	Shalini Palace, Mandre Museum	51
LATUR	City park	52
MUMBAI	Gateway of India	53
	Prince of wales museum,	54
	Jahangir art gallery	55
	Marine Drive	56
	Hanging Garden	57
	Mahalaxmi temple	58
	Haji Ali	59
	Juhu Beach	60
	Sidhivinayak	61
	Malabar hill	62
	Elephanta caves	63
	Nehru Planetarium	64
	Sanjay Gandhi National park (Zoo & Kanheri Caves)	65
NAGPUR	Kanhan	66
	Pench National park	67
	Ramtek (Shri Ram Temple)	68
	Ambazari Lake	69
	Balaji Temple	70
	Maharaj Baug, zoo	71
NANDURBAR	Toranmal, Toranmal shiv temple, Hidimba's forest,	72
	Sardar Sarovar Project - kevadia dam,	73
	Fort of Akka Rani	74
	Historical Well Of Tawalai	75
	Sideshwar Temple	76
NASIK	Trimbakeshwar (Jyotirling)	77
	Pandav caves,	78
	Sinhastha Kumbh Mela(Punchvati,godavari Ghat)	79
	Igatpuri	80
NANDED	Sahastra kund	81
	Painganga wildlife	82
	Mahurgad	83
	Nanded Fort Sachkant Gurudwara	84
OSMANABAD	Ramlingam ghat	85
	Dharashiv Caves Balaghat Mountains	86
	Tulja Devi	87
PARBHANI	Hajarat Turabul Huq	88
	Pathri, Shirdi Saibaba Janmshtan Mandir.	89
PUNE	Shivneri Fort	90
	Bhimashanker (Jyotrling)	91
	Aland (Samadhi of Sant Dnyaneshwar)	92
	Lonavala	93
	Khandala	94
	Lohagad	95
	Karla Caves	96
	Dehu (Mahasamadhi Of Sant Tukaram)	97
	Kelkar Museum,	98
	Sinhgad, (Fort) Picnic Spot For Lovers	99
	Ranjangaon (Ashtvinayak)	100

	Shaniwar wada,	101
	Khadakwasala, (Dam) Picnic Spot	102
	Panchet (Dam) Pune Chowpati	103
	Agha Khan Place	104
	Chattri (Architecture, Memorial)	105
	Katraj Garden	106
	Parvati (hill and Temple,Oldest heritage)	107
	Pataleshwar Caves	108
	Moregaon (Ashtvinayak)	109
	Rajgarh Fort	110
	Torna Fort	111
	Theur(ashtvinayak)	112
	Khurundar Fort	113
	Jejuri (khandoba or Khandobachi Temple)	114
RAIGHAD	Matheran	115
	Alibag, Fort, Mandva	116
	Murud-Janjira	117
	Phansad wildlife sanctury	118
	Harihareshwer	119
	Mahad (Ashtavinayak)	120
RATNAGIRI	Harnai Beach	121
	Ganpatipule	122
	Ganga / Hot Water Spring	123
SANGLI	Chandoli Wildlife Sanctuary	124
	Sagareshwar Wildlife Sanctuary	125
SATARA	Mahabale/prapgarh fort	126
	Panchgani	127
	Shri Bhavani Museum,	128
	Thosegarh water fall,	129
	Kas lake	130
	Ajinkyatra fort,Sajangarh	131
	Koyna lake	132
Sindhudurg	Malvan beach , Fort	133
	Tarkarli,	134
	Vijaydurg fort	135
	Amboli Waterfalls	136
Solapur	Kundalsangam,Akalkote	137
	Pandharpur	138
	Mangalwedha	139
THANE	Kelve Beach, Fort And And Dame	140
	Ganeshpuri(swaminityanand Maharaj) , Purtgali Fort	141
	AMBARNATH (shiv Temple)/ Ganesh Temple in Titwala	142
WARDHA	SEVAGRAM	143
WASHIM	Shirpur (Parshwanath Digamber Jain Mandir)	144
	Padmateerth	145
YAVATMAL	Kalamb Tipeswar Sanctury	146
	Ghatanji & Kaleshwar	147

State
District Name & code
City/ Town

ACCOMMODATION CENSUS (QUARTERLY)

S.No.					
-------	--	--	--	--	--

1. Name of accommodation unit: (Please collect visiting card)

2. Type of accommodation unit RECORD BY TICKING (SINGLE RESPONSE)

[1] 5 Star Deluxe Hotel and 5 Star Hotel

[2] 4 Star Hotel

[3] 3 Star Hotel

[4] 2 Star Hotel

[5] 1 Star Hotel

[6] Heritage Hotel

[7] Bed & Breakfast Unit and Home Stays

[8] Others

3. Ownership RECORD BY TICKING (SINGLE RESPONSE)

[1] Central Government

[2] State Government

[3] Private Limited

[4] Proprietorship/ Partnership

[5] Public Limited

[6] PSU

[7] Charitable Trust/ Society

[8] If any other, please specify _____

6. Registered with.... RECORD BY TICKING (MULTIPLE RESPONSES)

[1] State Tourism Department

[2] Ministry of Tourism, New Delhi

[3] Municipal Corporation

[4] Police Department

[5] Health Department

[6] None

[7] If any other, please specify _____

7. Please furnish the details of the following:

S. No.	Type of Room	Number of rooms	Number of beds	Room Tariff	
				Rs.	US Dollar (US \$)
1	Single AC				
2	Double AC				
3	Deluxe AC				
4	Suits AC				
5	Single Non AC				
6	Double Non AC				
7	Deluxe Non AC				

8	Suits Non AC				
9	Dormitory / Hall				
10	Any other				
Total (Post Code)					

8. Total number of employees: _____ (Permanent & Temporary)

Departments	Number of permanent employees	Number of casual or temporary employees	Total (Post Code)
Management Team			
Front Office			
F & B (Service)			
F & B (Kitchen)			
House Keeping			
Accounts			
EDP			
Security			
Sales & Marketing			
Purchase & Stores			
Human Resource			
Public Relation			
Engineering			
Telephone			
Health Club			
Laundry			
Other departments			
Total			

9. Number of people working in the age group of:

18 – 25yrs	26 – 30yrs	31 – 40yrs	41 – 50yrs	>50yrs

10. Category of accommodation unit for Sampling

[1] Classified hotels
[3] 10 -20 rooms

[2] Having more than 20 rooms
[4] less than 10 rooms

State
District Name & code
City/ Town

ACCOMODATION SURVEY (MONTHLY)

S.No.					
-------	--	--	--	--	--

1. Name of accommodation unit: (Please collect visiting card)

2.1 Number of room days occupied in the last month: _____

(TO BE COMPUTED AS SUM OF NUMBER OF DAYS THAT EACH CUSTOMER HAS STAYED FOR)

2.2 Room Occupancy % _____

2.3 Total number of guests: _____

2.4 Total number of domestic guests: _____

2.5 Total number of room nights for domestic guests _____

2.6 Total number of foreign guests: _____

2.7 Total number of room nights for foreign guests: _____

3. Please generate the following statistics in respect of tourist inflow

Sl. No.	Type of Guests (Domestic – 1 Foreign – 2)	Name of the State (In case of domestic tourists) / Name of the country (in case foreign tourists). Post the relevant state code/country code as provided in the list	Number of Guests	Room nights spent
TOTAL				

STATE CODES				ILLUSTRATIVE COUNTRY CODES			
1	Andaman & Nicobar Islands	19	Kerala	1.	Argentina	19	Korea
2	Andhra Pradesh	20	Lakshadweep	2.	Australia	20	Malaysia
3	Arunachal Pradesh	21	Madhya Pradesh	3.	Bangladesh	21	Maldives
4	Assam	22	Maharashtra	4.	Belgium	22	Morocco
5	Bengal	23	Manipur	5.	Cambodia	23	Nepal
6	Bihar	24	Meghalaya	6.	Canada	24	Netherlands
7	Chandigarh	25	Mizoram	7.	China	25	Norway
8	Chhattisgarh	26	Nagaland	8.	Cyprus	26	Pakistan
9	D & N Haveli	27	Odisha	9.	Denmark	27	Philippines
10	Daman & Diu	28	Pondicherry	10.	Egypt	28	Saudi Arabia
11	Delhi	29	Punjab	11	Europe	29	Singapore
12	Goa	30	Rajasthan	12	Finland	30	South Africa
13	Gujarat	31	Sikkim	13	France	31	Spain
14	Haryana	32	Tamil Nadu	14	Germany	32	Sri Lanka
15	Himachal Pradesh	33	Telangana	15	Greece	33	Switzerland
16	Jammu & Kashmir	34	Tripura	16	Israel	34	UAE
17	Jharkhand	35	Uttar Pradesh	17	Italy	35	UK
18	Karnataka	36	Uttarakhand	18	Japan	36	USA

Short Survey Questionnaire at Destination

Date: DD/MM/YY

State: Prefilled

District Name/ Code:

Name of Destination: _____

1. Are you a [1] Indian [2] Foreigner [3] NRI

2 If Indian, where do you reside (**for determining usual place of residence**)

- i) Within same city/ village ii) Same district iii) Other district of the state
iv) Outside the state, specify state code

If the answer in 2 is (i), ask the following

Frequency of visit to this Tourist spot (**for determining usual environment**)

- a) Once in 7 days b) once in 15 days c) Once in a month
d) More than once in a month

**If response is a) OR b) OR c) TERMINATE THE QUESTIONNAIRE
(Number of records terminated gives proportion of non- visitors. This has to be excluded from counting sheet at non- ticketed destinations only.)**

3. Type of Tourist

[1] Overnight visitor [2] same day visitor

4. If Foreigner country of nationality _____

5. If NRI, country of residence _____

6. If overnight visitor, place of stay

[1] Hired accommodation [2] Friends & relatives [3] other free accommodation

7. Sex: MALE /FEMALE

8. What was the main purpose of visit (without which the trip would not have happened)? **READ OUT OPTIONS & TICK (SINGLE RESPONSE-** more categories can be added if needed)

[1] Business [2] Holidaying, leisure & recreation
[3] Social (visiting friends & relatives, attending marriages etc.)

[4] Pilgrimage /Religious activity

[5] Education /Training

[6] Health & Medical

[7] Shopping

[8] Others

If the response is other than “[2] Holidaying, leisure & recreation”, purpose would be non – leisure.

9. Which destinations have you visited / do you plan (intend) to visit in this district?

Name of the investigator: _____ Date: _____

COUNTING SHEET (FOR NON TICKETED DESTINATIONS)

Destination _____

State Code: _Prefilled_____ District Code_____

Date: DD/MM/YY

DATE	Count of visits (Hourly Count by tally mark method)							
	10 – 11 AM	11-12 AM	12 AM- 1PM	1-2PM	02-03PM	03-04PM	04-05PM	05-06PM

Use one sheet for each date**Modify Time Slot according to Destination**

State :
Distt. name/Code:
City/ town

VISITOR SURVEY (EXIT POINTS)

S.No.					
-------	--	--	--	--	--

Date: DD/MM/YY

1. Survey Point (**RECORD BY TICKING ONE OPTION**)

[1] Railway Station [2] Airport [3] Bus Station

2. Do you belong to this District? [Yes] [No]

If Yes in Question 2: Terminate the Questionnaire

If No in Question 2 ask Question 3

3. Are you 'arriving in' or 'leaving' the District?

If 'arriving in' in Question 3: Terminate the Questionnaire

DEMOGRAPHIC PROFILE:

(IN CASE OF FAMILY / GROUP, RESPONDENT IS THE HEAD OF THE FAMILY / GROUP)

4. Type of visitor: [1] Over-night visitor [2] Same-day visitor

5. Name: _____ Telephone No. (With STD/ISD Codes)
_____ (OPTIONAL)

6. Travel Behavior: **READ OUT OPTIONS & TICK (SINGLE RESPONSE)**

[1] Alone [2] With Family / Friends [3] Organized Group

<IF ANSWER TO Q. 5 IS 2 OR 3, THEN ASK Q. NO. 6 & 7>

7. Are you a... [1] Indian (GO TO Q.8) [2] Foreigner (GO TO Q. 10) [3]
NRI (GO TO Q. 10)

8. Which state/ union territory of India do you reside in? _____

<Ask Q. 9 IF the response in Q-8 is same as the prefilled entry of state at the beginning of questionnaire >

9. Name of the District from which you have travelled -----

10. Which country do you reside in? _____

TRAVEL BEHAVIOR:

11. What was the main purpose of visit (without which the trip would not have happened)? **READ OUT OPTIONS & TICK (SINGLE RESPONSE-** more categories can be added if needed)

- | | |
|--|--------------------------------------|
| [1] Business | [2] Holidaying, leisure & recreation |
| [3] Social (visiting friends & relatives, attending marriages, etc.) | |
| [4] Pilgrimage /Religious activity | [5] Education /Training |
| [6] Health & Medical | [7] Shopping |
| | [8] Others |

12. How did you make your travel arrangement? **READ OUT OPTIONS & TICK (SINGLE RESPONSE)**

- | | | |
|-------------------|---------------------------------------|------------------|
| [1] Self | [2] Office / Employer | [3] Travel Agent |
| [4] Tour Operator | [5] If any other, please specify_____ | |

13. Ask from Overnight Visitors (ONLY)

Where did you stay during your visit? **READ OUT OPTIONS & TICK (SINGLE RESPONSE)**

- [1] Accommodation Units [2] Friends and Relatives [3] Others

If [1] in Q. 13 ASK Q. 14

14. Type of accommodation Unit: **READ OUT OPTIONS & TICK (SINGLE RESPONSE)**

- [1] Heritage Hotel
[2] 5 Star Deluxe Hotel OR 5 Star Hotel
[3] 4 Star Hotel
[4] Bed & Breakfast Unit and Home Stays
[5] Others

EXPENDITURE PATTERN:

15. Please tell us, how much have you spent DURING YOUR VISIT TO THIS STATE?

Package Component in INR_____

16. For Non-Package Component, please ask the following

S No.	Items	(in INR)
1	Accommodation	
2	Food & Drink	
3	Local Transport	
4	Shopping	
5	Others	
Total		

Name of the investigator: _____ Date: _____
